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STATEMENT UNDER 37 CFR 3.73(b)Applicant/Patent Owner: **RightNow Technologies, Inc.**Application No./Patent No./Control No.: **10/024,966**Filed/Issue Date: **12/19/2001**Entitled: **SYSTEM FOR AUTOMATED CONTROL AND REPORTING OF SALES PROCESSES****RightNow Technologies, Inc.**, a **corporation**

(Name of Assignee)

(Type of Assignee: corporation, partnership, university, government agency, etc.)

states that it is:

1. ☒ the assignee of the entire right, title, and interest; or
2. ☐ an assignee of less than the entire right, title and interest.
(The extent (by percentage) of its ownership interest is _____)

in the patent application/patent identified above by virtue of either:

- A. ☐ An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel _____, Frame _____, or a true copy of the original assignment is attached.

OR

- B. ☒ A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as follows:

1. From: David Victor Sahagian To: SalesNet, Inc.
The document was recorded in the United States Patent and Trademark Office at
Reel 012406, Frame 0043, or for which a copy thereof is attached.

2. From: SalesNet, Inc. To: RightNow Technologies, Inc.
The document was recorded in the United States Patent and Trademark Office at
Reel 018909, Frame 0147, or for which a copy thereof is attached.

☐ Additional documents in the chain of title are listed on a supplemental sheet.

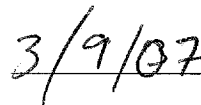
As required by 37 CFR 3.73(b)(1)(i), the documentary evidence of the chain of title from the original owner to the assignee was, or concurrently is being, submitted for recordation pursuant to 37 CFR 3.11.

[NOTE: A separate copy (i.e., a true copy of the original assignment document(s)) must be submitted to Assignment Division in accordance with 37 CFR Part 3, to record the assignment in the records of the USPTO. See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.



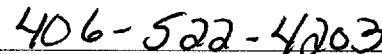
Signature



Date

Alan Rassaby

Printed or Typed Name



Telephone Number

Vice President, Legal & Risk Management

Title

This collection of information is required by 37 CFR 3.73(b). The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

RECORDATION FORM COVER SHEET
PATENTS ONLY

FORM PTO-1595

(Rev. 6-93)

OMB No. 0651-0011 (exp. 4/94)

U.S. DEPARTMENT OF COMMERCE

Patent and Trademark Office

Please record the attached original documents or copy thereof.

1. Name of conveying party(ies):

David Victor Sahagian

2. Name and address of receiving party(ies)

Name: SALESNET, INC.

Internal Address: 580 Harrison Avenue
Boston, MA 02118Additional name(s) of conveying party(ies) attached? ☐ Yes ☒ No

3. Nature of conveyance:

☒ Assignment☐ Merger☐ Security Agreement☐ Change of Name☐ Other _____

Street Address: Same as above

Execution Date: December 18, 2001

Additional name(s) & address(es) attached? ☐ Yes ☒ No4. Application number(s) or patent number(s): If this document is being filed together with a new application, the execution date of the application is
December 18, 2001

A. Patent Application No(s):

B. Patent No(s):

Additional numbers attached? ☐ Yes ☐ No5. Name and address of party to whom correspondence
Concerning document should be mailed:Name: Brett N. Dorny
Address: MINTZ, LEVIN, COHN, FERRIS
GLOVSKY and POPEO, P.C.
One Financial Center
Boston, MA 02111

6. Total number of applications and patents involved: [1]

7. Total fee (37 CFR 3.41) \$40.00

☒ Enclosed☐ The Commissioner is authorized to charge Deposit Account
No: 50-0311, Reference No. 21379-030 (BND)

DO NOT USE THIS SPACE

9. Statement and signature

To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

Brett N. Dorny

Signature

December 19, 2001

Total number of pages including cover sheet, attachments, and document: [3]

Mail documents to be recorded with required cover sheet information to:

BOX ASSIGNMENT
Commissioner of Patents and Trademarks
Washington, D.C. 20231

ASSIGNMENT

I, **David Victor Sahagian**, the undersigned, for good and valuable consideration, the receipt of which is hereby acknowledged, hereby assign, sell and transfer to **Salesnet, Inc.**, a corporation organized and existing under the laws of **Delaware** with offices at **580 Harrison Avenue, Boston, Massachusetts 02118** and its successors, assigns and legal representatives, all hereinafter referred to as the ASSIGNEE: (1) my entire right, title and interest for the United States and in all countries, in and to any and all inventions, discoveries and applications which are disclosed in the application for United States Letters Patent entitled:

SYSTEM FOR AUTOMATED CONTROL AND REPORTING OF SALES PROCESSES

filed with the U.S. Patent and Trademark Office on even date herewith including any renewals, revivals, reissues, reexaminations, extensions, continuations and divisions thereof and any substitute applications therefor; (2) the full and complete right to file patent applications in the name of the ASSIGNEE, its designee, or in my name at the ASSIGNEE, or its designee's election, on the aforesaid inventions, discoveries and applications in all countries of the world; (3) the entire right, title and interest in and to any Letters Patent that may issue thereon in the United States or in any country, and any renewals, revivals, reissues, reexaminations and extensions thereof, and any patents of confirmation, registration and importation of the same; and (4) the entire right, title and interest in all Convention and Treaty Rights of all kinds thereon, including without limitation all rights of priority in any country of the world, in and to the above inventions, discoveries and applications.

I hereby authorize and request the competent authorities to grant and to issue any and all such Letters Patent in the United States and throughout the world to the ASSIGNEE of the entire right, title and interest therein, as fully and entirely as the same would have been held and enjoyed by me had this assignment, sale and transfer not been made.

I agree, at any time, upon the request of the ASSIGNEE, to execute and to deliver to the ASSIGNEE any additional applications for patents for said inventions and discoveries, or any part or parts thereof, and any applications for patents of confirmation, registration and importation based on any Letters Patent issuing on said inventions, discoveries, or applications and divisions, continuations, renewals, revivals, reissues, reexaminations and extensions thereof.

I further agree at any time to execute and to deliver upon request of the ASSIGNEE such additional documents, if any, as are necessary or desirable to secure patent protection on said inventions, discoveries and applications throughout all countries of the world, and otherwise to do the necessary to give full effect to and to perfect the rights of the ASSIGNEE under this Assignment, including the execution, delivery and procurement of any and all further documents evidencing this assignment, transfer and sale as may be necessary or desirable.

I hereby covenant that no assignment, sale, agreement or encumbrance has been or will be made or entered into which would conflict with this assignment.

I further covenant that ASSIGNEE will, upon its request, be provided promptly with all pertinent facts and documents relating to said invention and said Letters Patent and legal equivalents as may be known and accessible to ASSIGNOR and will testify as to the same in any interference, litigation or proceeding related thereto and will promptly execute and deliver to ASSIGNEE or its legal representatives any and all papers, instruments or affidavits required to apply for, obtain, maintain, issue and enforce said application, said invention and said Letters Patent and said equivalents thereof which may be necessary or desirable to carry out the purposes thereof.

Dec 18, 2001
Date:

David Victor Sahagian
Signature of David Victor Sahagian

Subscribed and sworn before me this ____ day of December, 2001.



Notary Public

M. ABDENBI MOUKIT, Notary Public
My Commission Expires September 10, 2004

My commission expires on : _____



WILLIAM B. KIRCHER COMPANY: 4801 MAIN STREET, SUITE 1000

**UNITED STATES PATENT AND
TRADEMARK OFFICE****Facsimile Transmission**

To: **Name:** WILLIAM B. KIRCHER
 Company: 4801 MAIN STREET, SUITE 1000
 Fax Number: 18169838080
 Voice Phone:

From: **Name:** ASSIGNMENT SERVICES BRANCH
 Voice Phone: 571-272-3350

37 C.F.R. 1.6 sets forth the types of correspondence that can be communicated to the Patent and Trademark Office via facsimile transmissions. Applicants are advised to use the certificate of facsimile transmission procedures when submitting a reply to a non-final or final Office action by facsimile (37 CFR 1.8(a)).

Fax Notes:

Pg#	Description
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1	Cover Page
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4	Document 1, Batch 856217
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DOCKETED**FEB 28 2007****Blackwell Sanders Peper Martin****USPTO ASSIGNMENT SYSTEM PROCESSING**

Date and time of transmission: Thursday, February 22, 2007 9:59:22 PM

Number of pages including this cover sheet: 04

55264.10017

D:WILLIAM B. KIRCHER COMPANY:4801 MAIN STREET, SUITE 1000

**UNITED STATES PATENT AND TRADEMARK OFFICE**

UNDER SECRETARY OF COMMERCE FOR INTELLECTUAL PROPERTY AND
DIRECTOR OF THE UNITED STATES PATENT AND TRADEMARK OFFICE

FEBRUARY 20, 2007

PTAS

500226289A

WILLIAM B. KIRCHER
4801 MAIN STREET, SUITE 1000
KANSAS CITY, MO 64112

500226289A

UNITED STATES PATENT AND TRADEMARK OFFICE
NOTICE OF RECORDATION OF ASSIGNMENT DOCUMENT

THE ENCLOSED DOCUMENT HAS BEEN RECORDED BY THE ASSIGNMENT DIVISION OF THE U.S. PATENT AND TRADEMARK OFFICE. A COMPLETE MICROFILM COPY IS AVAILABLE AT THE ASSIGNMENT SEARCH ROOM ON THE REEL AND FRAME NUMBER REFERENCED BELOW.

PLEASE REVIEW ALL INFORMATION CONTAINED ON THIS NOTICE. THE INFORMATION CONTAINED ON THIS RECORDATION NOTICE REFLECTS THE DATA PRESENT IN THE PATENT AND TRADEMARK ASSIGNMENT SYSTEM. IF YOU SHOULD FIND ANY ERRORS OR HAVE QUESTIONS CONCERNING THIS NOTICE, YOU MAY CONTACT THE EMPLOYEE WHOSE NAME APPEARS ON THIS NOTICE AT 571-272-3350. PLEASE SEND REQUEST FOR CORRECTION TO: U.S. PATENT AND TRADEMARK OFFICE, MAIL STOP: ASSIGNMENT SERVICES BRANCH, P.O. BOX 1450, ALEXANDRIA, VA 22313.

RECORDATION DATE: 02/20/2007

REEL/FRAME: 018909/0147

NUMBER OF PAGES: 3

BRIEF: NUNC PRO TUNC ASSIGNMENT (SEE DOCUMENT FOR DETAILS).
DOCKET NUMBER: 55564.10017

ASSIGNOR:

SALESNET, INC.

DOC DATE: 02/09/2007

ASSIGNEE:

RIGHTNOW TECHNOLOGIES, INC.
77 DISCOVERY DRIVE
BOZEMAN, MONTANA 59718

SERIAL NUMBER: 10024966

FILING DATE: 12/19/2001

PATENT NUMBER:

ISSUE DATE:

TITLE: SYSTEM FOR AUTOMATED CONTROL AND REPORTING OF SALES PROCESSES

USPTO

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O:WILLIAM B. KIRCHER COMPANY:4801 MAIN STREET, SUITE 1000

018909/0147 PAGE 2

ASSIGNMENT SERVICES BRANCH
PUBLIC RECORDS DIVISION

O:WILLIAM B. KIRCHER COMPANY:4801 MAIN STREET, SUITE 1000

PATENT ASSIGNMENT

Electronic Version v1.1
Stylesheet Version v1.1

02/20/2007
500226289

SUBMISSION TYPE:	NEW ASSIGNMENT
NATURE OF CONVEYANCE:	NUNC PRO TUNC ASSIGNMENT
EFFECTIVE DATE:	05/22/2006
CONVEYING PARTY DATA	
Name	Execution Date
SalesNet, Inc.	02/09/2007
RECEIVING PARTY DATA	
Name:	RightNow Technologies, Inc.
Street Address:	77 Discovery Drive
City:	Bozeman
State/Country:	MONTANA
Postal Code:	59718
PROPERTY NUMBERS Total: 1	
Property Type	Number
Application Number:	10024966
CORRESPONDENCE DATA	
Fax Number:	(816)983-8080
<i>Correspondence will be sent via US Mail when the fax attempt is unsuccessful.</i>	
Phone:	816-983-8000
Email:	pto-kc@blackwellsanders.com
Correspondent Name:	William B. Kircher
Address Line 1:	4801 Main Street, Suite 1000
Address Line 4:	Kansas City, MISSOURI 64112
ATTORNEY DOCKET NUMBER:	55564.10017
NAME OF SUBMITTER:	John W. Brown III
Total Attachments: 2 source=Assignment#page1.tif source=Assignment#page2.tif	

CH \$40.00 10024966

NUNC PRO TUNC ASSIGNMENT

WHEREAS, SalesNet, Inc., a corporation duly organized under the laws of the State of Delaware, (hereinafter referred to as "Assignor"), having its principal office and place of business at 580 Harrison Avenue, Boston, Massachusetts, 02118, is the sole owner of the entire right, title and interest in and to a new and original invention for a SYSTEM FOR AUTOMATED CONTROL AND REPORTING OF SALES PROCESSES for which application has been made as U.S. Patent Application Serial No. 10/024,966 that was filed on December 19, 2001; and

WHEREAS, Assignor is the owner and in full possession of the entire right, title and interest in and to said invention and in and to any and all Letters Patent that may be granted therefor; and

WHEREAS, RightNow Technologies, Inc., a corporation duly organized under the laws of the State of Montana (hereinafter referred to as "Assignee"), having its principal office and place of business at 77 Discovery Drive, Bozeman, Montana, 59718, is desirous of acquiring the entire right, title and interest in and to said invention and in and to any and all Letters Patent that may be granted therefor; and

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, Assignor does hereby sell, assign and transfer unto said Assignee, the entire right, title and interest in and to said invention and in and to any and all Letters Patent, both United States and foreign, that may be granted therefor, together with any and all continuations, divisions, or reissues, and Assignor does hereby authorize and request the United States Commissioner of Patents and Trademarks to issue in accordance with this

Assignment any and all Letters Patent that may be granted, either on said application or otherwise for said invention.

IN WITNESS WHEREOF, the undersigned, duly authorized, has caused this Assignment to be executed on this 9th day of February, 2007, nunc pro tunc as of the 22 day of May, 2006, to be effective from the latter date.

SALESNET, INC.

By: [Signature]
Title: VP

STATE OF _____)
) ss.
COUNTY OF _____)

On this 9th day of Feb, 2007, before me, the undersigned, a Notary Public within and for the County and State aforesaid, personally appeared Alan Rassaby to me known to be the person described in and who executed the foregoing instrument, and acknowledged that he/she executed the same as his/her free act and deed.

In Witness Whereof, I have hereunto attached my hand and notarial seal, at the County and State aforesaid on the day and year last above written.

[Signature: Vicki Pollington]
Notary Public

My Commission Expires:

Vicki Pollington
Notary Public for the State of Montana
Residing at: Bozeman, Montana
My commission expires: 2/12/2010